



Report Name: FQHC PCMH and PCMH+ Member Complaints Summary

FQHC PCMH and PCMH+

Description: FQHC PCMH and PCMH+ Member Complaints Broken Out By Reason Code

Date Range: 01/01/2018 - 10/31/2018

Run Date: 11/07/2018

Membership: HUSKY A, C, D. Excludes Dual-Eligible Medicare/Medicaid Members

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	# /1000 MM	# /1000 MM	# /1000 MM	# /1000 MM	# /1000 MM	# /1000 MM	# /1000 MM	# /1000 MM	# /1000 MM	# /1000 MM	# /1000 MM	# /1000 MM
Provider Access - No access:												
PCP Sub-total	0	0	0	0	1	0.0028	1	0.0027	3	0.0082	3	0.0081
Adult	0	0	0	0	1	0.0028	1	0.0027	3	0.0082	3	0.0081
Pediatrics	0	0	0	0	0	0	0	0	0	0	0	0
Specialist Sub-total	7	0.0188	4	0.0107	6	0.0159	17	0.0481	11	0.03	26	0.0709
Acupuncture	0	0	0	0	0	0	0	0	0	0	0	0
Allergy	0	0	0	0	0	0	0	0	0	0	0	0
Audiology/Hearing Aids	0	0	0	0	1	0.0027	0	0	0	0	0	0
Cardiology	1	0.0027	0	0	0	0	0	0	0	0	0	0
Chiropractor	0	0	0	0	0	0	0	0	0	0	0	0
Dermatology	1	0.0027	1	0.0027	1	0.0027	4	0.0113	1	0.0027	3	0.0081
DME	0	0	0	0	5	0.0141	2	0.0055	11	0.03	1	0.0027
Endocrinology	0	0	0	0	0	0	0	0	0	0	0	0
ENT	0	0	0	0	1	0.0027	1	0.0027	0	0	1	0.0027
Gastroenterology	1	0.0027	0	0	0	0	0	0	1	0.0027	0	0
Home Health Care	0	0	0	0	0	0	0	0	0	0	1	0.0026
MULTIPLE (specify specialist types)	0	0	0	0	0	0	0	0	0	0	0	0
Naturopath	0	0	0	0	0	0	0	0	0	0	0	0
Neurology	1	0.0027	0	0	0	0	1	0.0028	1	0.0027	1	0.0027
Nutritionist	0	0	0	0	0	0	0	0	0	0	0	0
OB/Gyn	1	0.0027	0	0	1	0.0027	1	0.0028	1	0.0027	0	0
Oral Maxillofacial	0	0	0	0	0	0	0	0	1	0.0027	0	0
Orthopedic	0	0	0	0	2	0.0057	0	0	2	0.0055	0	0
Orthopedic Surgeon	0	0	0	0	0	0	0	0	0	0	0	0
OTHER (specify type of specialist)	1	0.0027	1	0.0027	0	0	1	0.0028	0	0	0	0
Pain Management	0	0	0	0	0	0	0	0	1	0.0027	0	0
Podiatry	0	0	0	0	0	0	1	0.0027	0	0	0	0
Pulmonology	0	0	0	0	0	0	0	0	0	0	0	0
Radiology	0	0	0	0	0	0	0	0	0	0	0	0
Rehab (PT, OT, ST, AT, Physiatry)	0	0	1	0.0027	0	0	0	0	1	0.0027	2	0.0055
Rheumatology	1	0.0027	1	0.0027	0	0	2	0.0055	1	0.0027	0	0
Sleep Medicine	0	0	0	0	0	0	0	0	0	0	0	0
SURGEON (specify type of surgeon)	0	0	0	0	0	0	0	0	0	0	0	0
Transgender/Reassignment Surgery	0	0	0	0	0	0	0	0	0	0	0	0
Urology	0	0	0	0	0	0	1	0.0028	0	0	1	0.0027
Vision (vision exams, glasses or	0	0	0	0	2	0.0053	1	0.0028	1	0.0027	0	0
Hospital	0	0	0	0	0	0	0	0	0	0	0	0
Other provider type	0	0	0	0	0	0	0	0	0	0	0	0
Total	7	0.0188	4	0.0107	6	0.0159	18	0.0509	12	0.0327	29	0.0791
Delayed access/ wait time to appt.												
PCP: Delay in obtaining appointment	2	0.0054	0	0	2	0.0053	0	0	3	0.0082	1	0.0027
PCP: Wait time while in office	0	0	0	0	0	0	2	0.0057	1	0.0027	0	0
Specialist: Delay in obtaining	0	0	0	0	0	0	0	0	1	0.0027	1	0.0027
Specialist: Wait time while in office	0	0	0	0	0	0	0	0	1	0.0027	2	0.0054
Hospital	0	0	0	0	0	0	0	0	1	0.0027	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0
Total	2	0.0054	0	0.0000	2	0.0053	2	0.0057	6	0.0164	3	0.0082
Quality of Provider Services												
Assistance with specialist referral	1	0.0027	0	0	1	0.0027	1	0.0028	1	0.0027	2	0.0054
Bias	0	0	3	0.008	1	0.0027	1	0.0028	5	0.0136	1	0.0027
Condition of office/facility	0	0	0	0	0	0	0	0	0	0	0	0
Cultural	0	0	0	0	1	0.0027	1	0.0028	0	0	0	0
Inappropriate care/disagreement	25	0.0672	28	0.0749	17	0.0451	14	0.0396	20	0.0546	23	0.0627
Language barrier	1	0.0027	1	0.0027	0	0	0	0	1	0.0027	0	0
Privacy violation	2	0.0054	0	0	0	0	1	0.0028	0	0	1	0.0027
Provider Conduct/professionalism	14	0.0376	13	0.0348	6	0.0159	12	0.0339	12	0.0327	23	0.0627
Refused to see Member due to lack of	0	0	0	0	0	0	0	0	0	0	1	0.0027
Total	43	0.1155	45	0.1203	26	0.0689	30	0.0848	39	0.1064	50	0.1363
Quality of ASO Services												
Automated Calls	0	0	0	0	0	0	0	0	0	0	0	0
ICM	0	0	1	0.0027	0	0	0	0	3	0.0082	0	0
Interpreter Services (lack of quality)	0	0	0	0	1	0.0027	0	0	0	0	0	0
Member materials	0	0	0	0	0	0	0	0	0	0	0	0
Nurse Advice Line	0	0	0	0	0	0	0	0	0	0	0	0
Other Clinical Staff	0	0	0	0	1	0.0027	0	0	0	0	0	0
Provider search engine information	0	0	0	0	0	0	0	0	0	0	0	0
Quality of ASO customer service	2	0.0054	1	0.0027	1	0.0027	0	0	1	0.0027	1	0.0027
Referral/authorization issue	0	0	0	0	0	0	1	0.0027	0	0	1	0.0027
Total	2	0.0054	2	0.0053	3	0.0080	0	0.0000	5	0.0136	1	0.0027
Financial												
COB	0	0	0	0	0	0	0	0	0	0	0	0
Cost share	0	0	0	0	0	0	0	0	0	0	0	0
Member billed	21	0.0564	26	0.0695	20	0.053	29	0.082	25	0.0682	27	0.0736



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	Premium	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Total	21	0.0564	26	0.0695	20	0.0530	29	0.0820	25	0.0682	27	0.0736	32	0.0865	48	0.1289	37	0.0985	27	0.0736	40	0.1053	0	0.0000	0	0.0000	0	0.0000	
Other																													
Behavioral Health	3	0.0081	0	0	3	0.008	1	0.0028	1	0.0027	5	0.0136	3	0.0081	4	0.0107	3	0.008	3	0.0079	0	0	0	0	0	0	0	0	0
Dental	6	0.0161	3	0.008	4	0.0106	6	0.017	12	0.0327	3	0.0082	4	0.0108	4	0.0107	5	0.0133	7	0.0184	0	0	0	0	0	0	0	0	0
Fraud - Member	0	0	0	0	1	0.0027	0	0	0	0	0	0	1	0.0027	0	0	1	0.0027	0	0	0	0	0	0	0	0	0	0	0
Fraud - Provider	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0.0054	1	0.0027	0	0	0	0	0	0	0	0	0
Others	0	0	2	0.0053	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pharmacy	2	0.0054	3	0.008	0	0	0	0	4	0.0109	1	0.0027	0	0	0	0	1	0.0027	6	0.0158	0	0	0	0	0	0	0	0	0
Transportation (NEMT)	239	0.6422	61	0.1631	44	0.1166	54	0.1527	67	0.1828	42	0.1145	47	0.1271	45	0.1208	34	0.0905	46	0.1211	0	0	0	0	0	0	0	0	0
Total	250	0.6718	69	0.1845	52	0.1378	61	0.1725	84	0.2292	51	0.1390	55	0.1487	55	0.1477	45	0.1198	62	0.1632	0	0.0000	0	0.0000	0	0.0000	0	0.0000	
Total	325		146		109		140		171		161		156		181		137		162		0		0	0	0	0	0	0	0
Total Member Months	372,135		374,031		377,349		353,630		366,464		366,821		369,884		372,440		375,490		379,938		0		0	0	0	0	0	0	0